



EmployeeUPDATE

Our Mission: To serve the people of North Carolina by enabling individuals, families and communities to be healthy and secure, and to achieve social and economic well-being.

A monthly publication for employees of the North Carolina Department of Health and Human Services

Young parents complete high school with help from DHHS program

Graduation from high school is an exciting accomplishment for many teenagers throughout the state. Imagine graduation day for a teen mom, though – full of the same joy and excitement, but with a little one to keep up with along the way.

Graduation from high school is one of the goals of the Adolescent Parenting Program (APP), funded through DHHS. This year, 169 teen parents graduated both from high school and APP programs located in 30 agencies throughout the state. Without a program like APP to support them, only about four in 10 teen mothers ever graduate from high school. However, about nine out of 10 APP participants graduate from high school, and a large percentage of this year's graduates will attend college in the fall.

APP has a long history of success. Each June, the Teen Pregnancy Prevention Initiatives (TPPI) team in the Women's Health Branch, Division of Public Health, celebrates the outstanding accomplishments of adolescent parents in North Carolina by hosting the Adolescent Parenting Program Graduation Conference. More than 120 people participated in this year's conference in Raleigh on June 16 with break-out sessions and a celebratory banquet. The theme this year was "Royalty for a Day."

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Amelia Burke from Alamance County proudly displays her APP certificate.

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Graduates attended a workshop on media influence in their children's lives and how to set appropriate limits on their children's use of media, including television and Internet. A panel presentation for all conference participants included recent graduates who responded to questions from the moderator and the audience about their lives, hopes for the future and the positive influence of the Adolescent Parenting Program.

At the evening banquet, conference participants heard from Tchernavia "T" Ranesfore, a former teen parent and recent college graduate who encouraged the graduates who had gathered at the conference. Selected teen parents received awards for best attendance in the program, longevity, and for highest grade point average, and one teen parent from Buncombe County was recognized for her outstanding GPA of 3.8. A special award was also given to Judith P. Waddell, who has been the APP coordinator in Cumberland County for almost 21 years.

At the end of the evening, teens were invited to share their talents and thoughts with the conference participants.



Rodney Crownover, TPPI team leader, presents the award for outstanding attendance at group meetings to Cara Burton, a graduate of the Mecklenburg County Adolescent Parenting Program.

"We often think of teenagers having negative attitudes or showing a lack of gratitude, but many teens who have been frightened and sometimes isolated by an early and unplanned pregnancy took this opportunity to publicly say to program staff and volunteers, 'I couldn't have made it here without you!' or 'I was ready to drop out of school before you found me and introduced me to this program,'" said Sydney Atkinson, head of the Family Planning and Reproductive Health Unit in the Women's Health Branch. "What an inspiration!"

The other goals of participants in the Adolescent Parenting Program are to delay second pregnancies, improve parenting skills, reduce potential abuse and neglect, and prepare for a vocation. For more information, please contact the TPPI Team in the NCDPH, Women's Health Branch, Family Planning and Reproductive Health Unit at 919-707-5700. ■

THE Cultural Competency CORNER

By Gloria Sánchez, Latino Public Information Officer



Lost in translation? Get it right!

For many of you who are in charge of translating or developing materials into a language that you don't speak, it can be frustrating. But a little bit of planning can ease the process.

10 Suggestions to Save You Time and Stress

1. Does it really need to be translated?

Before you decide to translate anything, make sure to check if this is useful, required or needed information for your intended audience. Should you translate the whole document, or are some sections not relevant? Make a matter-of-fact decision.

2. Budget for translations.

If you are anticipating having any print materials or web pages to be translated, make sure to include a realistic estimate in your yearly budget. Translation prices can range from \$0.05 to \$0.15 per word. Most companies will provide a free estimate. Call the Office of Public Affairs at 919 733-9190 if you need help finding a translator.

3. Hire only a professional or certified translator.

Even though North Carolina does not yet have an official

translator certification process, most professional translators are certified by the American Translators Association (www.atanet.org). Or visit the Carolina Association of Translators and Interpreters (CATI) site (www.catiweb.org).

4. Take production costs into account.

When creating foreign language materials, consider all the production costs as you would do for any English materials: designer fees, photos, printing costs and distribution. Decide if you want separate English or Spanish pieces, or if you want both in a single document. Some outreach workers prefer bilingual one-piece print materials, but that will depend on the size of your publication. Be aware that Spanish or other language translations might take more text space than the English original.

5. Make room for focus testing.

Whenever possible, budget time and money to test your materi-

als with your target audience. They have the last word on how effectively you communicate your messages.

6. A picture is worth a thousand words.

Make sure your photos, maps, graphs and diagrams are appealing and reinforce your messages, and are also representative of your target audience.

7. Time – plan ahead.

Allow as much time or more as you do for creating English materials to have translations done and approved. Make sure you get a clear time estimate when you contract a translator, and make sure you obtain DHHS Public Affairs Office approval (using the DHHS PA-2 form) on the English version before translation and before you send your Spanish piece for PA-2 approval.

8. Consider language variations.

British English is not the same as American English. The same

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The Cultural Competency Corner cont. from page 3

is true of Spanish as spoken in Spain, Mexico or Argentina, to name just a few Spanish-speaking countries. Know your target population, and avoid idiomatic expressions that might not work well with the majority of your clients.

9. Produce a house glossary.

To have consistency in all materials, keep a bilingual glossary of the most-used terms in your program such as the program name, foods, health conditions, etc.

10. Proofread your translation.

Even in the most-rushed jobs, allow some time to have a native speaker proofread your translation. The more reviews you can arrange, the less chance for errors.

3 Mistakes to Avoid:

1. Don't use translation software.

These programs are largely inaccurate, often using the wrong vocabulary and providing illogical content flow.

2. Don't ask your bilingual friends or family members to do the translation.

Translating is a profession that takes years of practice to render the right message with the intended terminology and style. Bilingual people can speak both languages, but they might not write well and accurately.

3. Don't use language students.

As tempting and cheap as it might seem to use foreign-language

students to do your translations, don't do it. Students are still learning the language and often are not yet able to produce a quality translation. ■

**THE POWER OF
TRANSCREATING**

Transcreation is a fairly new term in commercial and social marketing. It replaces the common and frequently ineffective practice of word-for-word translation.

Transcreation adapts messages from one language into another, taking into account local environment, culture, customs and habits of the specific target audience. Besides making information appealing and engaging, transcreation reaches and connects with your audience effectively without losing or altering the original information. It requires great creativity and thorough knowledge of both languages.

**Reaching out to
minority populations
in North Carolina:**

Health Check / NC Health
Choice fact sheet now
available online
in eight languages

*By Norma Marti
Health Check/NC Health Choice
Minority Outreach Consultant*

With the help of many hands, the 2008 Health Check / NC Health Choice Fact Sheet is now available online in eight languages. The Division of Public Health has produced the Health Check / NC Health Choice Fact Sheet in English and Spanish for several years; and now, we have added six new languages: Arabic, Chinese (traditional characters), Hmong, Korean, Rhade (a language of the Montagnard community) and Vietnamese. We are excited about the opportunity to reach out to these communities that are part of our cities and counties across the state!

Go to the NC Healthy Start Foundation web site at www.nchealthystart.org/catalog/hchc.htm to print copies of the new fact sheets. When printing multiple copies, please make sure to use the double-sided option to duplicate both the English and the foreign language on one page (front and back). Used by our 100 county Health Check Coordinators (HCC)



A Tribute to Dr. Paul Buescher

Reaching out to minority populations cont. from page 4

Does your child have health insurance?
Free or low-cost health insurance for children and teens

Start from April 1, 2008 through March 31, 2009

Better Health For Your Children
Your child may be eligible for **Health Choice (Medicaid or NC Health Choice)** - free or low-cost health insurance for children and teens under 19 years old (21 in some cases). Even children with one or two existing chronic conditions starting \$2,000 a year or more may qualify. The program also covers children living with grandparents, other family or friends.

Income Guidelines
(Income through March 31, 2009)

Family Size	Annual Income
1	\$12,076
2	\$15,876
3	\$19,676
4	\$23,476
5	\$27,276
6	\$31,076
7	\$34,876
8	\$38,676
9	\$42,476
10	\$46,276

For more information or to get an application, contact your local department of social services or the NC Health Choice Hotline at 1-800-367-2229.

It's Easy To Apply!
For more information or to get an application, contact your local department of social services or the NC Health Choice Hotline at 1-800-367-2229.

Stay Enrolled!
Once your child is covered by the program, you must continue to provide information to the program every year to keep your child's coverage.

Benefits Include:

- Well-Child Checkups
- Medicines
- Sick Visits
- Dental Care
- Immunizations (shots)
- Hospital Care
- Lab Tests
- Counseling
- Therapy
- Surgery
- Medical Equipment & Supplies
- Home & Nursing Care

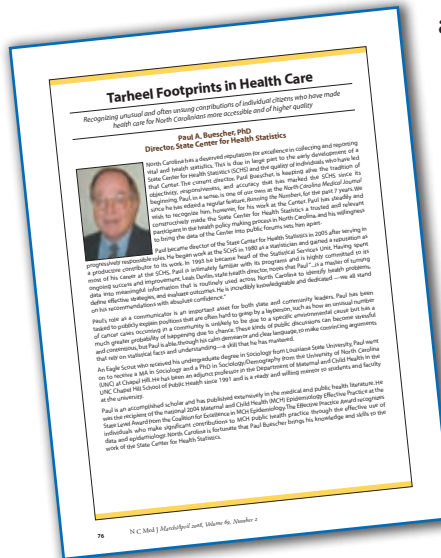
Additional benefits may be available for children with special health care needs.

1-800-367-2229
NC Health Choice Hotline

PLACE LOCAL INFORMATION HERE:

and non-profit partners across the state, this web site is also accessible to the public.

The task of translating public documents can be challenging, but the rewards are far-reaching. The community-based organizations and individuals who assisted with the review are grateful for having been a part of something that is of value to their communities. As public servants, the Children & Youth Branch (DHHS/DPH/WCH) staff are grateful for their willingness to partner with us. It's a win-win for all! Our special thanks to the many individuals and organizations who facilitated the review of the original professional translations to ensure cultural and linguistic appropriateness.



A number of interesting health data related articles appear in the March/April 2008 issue of the N.C. Medical Journal, including three from staff of the State Center for Health Statistics in the Division of Public Health. There is also a tribute to director Paul Buescher's work at SCHS.

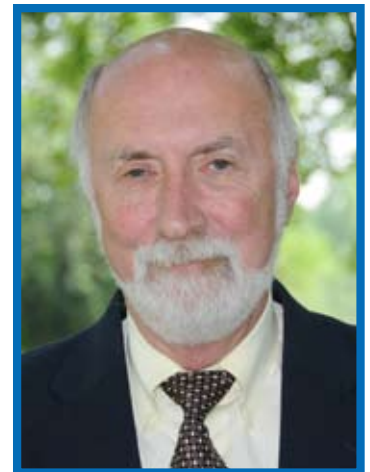
"Certainly, I should not be singled out for this honor," said Buescher in a note to the Center's staff. "All of the good things that we do are because of your hard work and dedication as members of the SCHS."

This issue of the journal, which is titled "Data and Health Policy," is online at www.ncmedicaljournal.com. The page about Buescher is under "Tarheel Footprints in Health Care." ■

A new—but perhaps familiar—face in DHHS Public Affairs Office

Secretary Dempsey Benton announced the appointment of Tom Lawrence of Raleigh as the new Director of Public Affairs on June 16.

Lawrence is a former reporter at WRAL-TV, where he covered a wide range of stories including general assignments and technology for more than 20 years. From 2003 to 2007, he was Director of Government and Public Affairs for Time Warner Cable in Raleigh.



Tom Lawrence

A native of Cincinnati, Ohio, Tom grew up in Boone, North Carolina. He graduated from Mars Hill College with an associate degree. He received a bachelor's degree in Radio, Television and Film with a minor in Journalism from Northwestern University in Illinois. He began his career while in high school and has worked as a broadcast television producer, director, manager, and news reporter over his long and distinguished career. ■

Need help with BEACON?

BEST Shared Services is a BEACON call center for employees and agency human resources and payroll personnel. The helpdesk is designed to provide accurate, consistent and timely answers to human resources, benefits and payroll questions.

Housed with the Office of the State Controller and staffed by state employees who are specifically trained to respond to many requests, BEST Shared Services agents can be reached by phone, e-mail, fax or postal mail at:

Phone, Raleigh Area:

919-707-0707

Phone, Statewide:

866-NCBEST4U (866-622-3784)

Hours of Operation:

7 a.m. - 7 p.m., Monday - Friday

Fax:

919-855-6861

E-mail:

BEST@ncosc.net

Postal Mail:

1425 Mail Service Center

Raleigh, NC 27699-1425



Rom Lewis Earns Safety Trainer Certificate

Rom Lewis, Office of the Controller, recently earned his DHHS Safety Trainer Certificate for completing Phase II of the DHHS Certified Safety Representative Program. He is responsible for the day to day oversight of the safety programs for all six Controller Office locations including Albemarle 9th Floor, Oberlin Road, Spruill Annex, Eastern, N. Central, and Western Field offices.

Lewis received the certification for successfully preparing and conducting Bloodborne Pathogens Awareness training at Cherry Hospital in April. ■



Rom Lewis (right) is presented with a DHHS Safety Trainer Certificate by DHHS-DHR Safety Director Mark Martin.

DHHS WELLNESS INITIATIVE

EATING SMART AT HOME



Smart-size Your Portions

A portion is what you serve yourself or what a restaurant gives you—you can also think of this as a “helping.”

The reality is that a portion is sometimes larger than it should be.

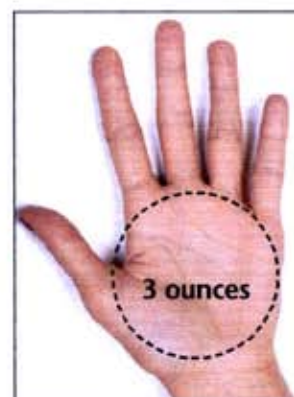
Use your hand as a guide to estimate a smart size portion.



Your fist is about the size of one cup or one ounce of cereal.



The palm of your hand is about the same size as 3 ounces of meat, fish, or chicken.



Your thumb is about the same size as 1 ounce of cheese.



Because hand sizes vary, compare your fist size to an actual measuring cup.



A small handful of nuts is about 1 ounce. For chips and pretzels, 2 handfuls equals about 1 ounce.



A handful of shredded cheese is about one ounce.



Adoption Profile

Introducing Emily and Adam

Emily and Adam do not currently live in the same foster home, but they spend every weekend together, alternating respite with each other's foster parents. It is important that they find a loving, supportive family that will embrace and adopt them together.

A Closer Look at Emily

Emily is described as thoughtful, caring, and creative, and "the most positive child I've had in home" by her foster mom. She is quiet, intelligent, and easygoing. Emily has several good friends at school that she hangs out with and likes to do things with on the weekend. She gets along great with her foster mom and they laugh a lot. Emily likes sports and participates in softball. She enjoys the evening games and is a good sport, but doesn't take it too seriously. Emily also likes to read, ride horseback, and go to the beach. She attends regular classes at school where she does very well and motivates herself to be successful. It is quite common for Emily to be on the A/B honor roll. She loves school and especially likes her teachers. When tutoring has been necessary, Emily has wholeheartedly accepted the assistance. She is very responsible and helpful and easily follows the rules at her foster parents' home. Emily does need reminders to keep up with personal habits.



Emily, b. April 12, 1995



Adam, b. October 12, 2001

A Closer Look at Adam

Young Adam is an exceptionally resilient, helpful, and caring child. He has a big, beautiful smile and a personality that never quits. His foster mom says that Adam is such a loving child that you just have to love him right back. He gives hugs and smiles to everyone who cares for him. Adam loves to be outdoors riding his bike and getting dirty while he plays. He generally plays well with other kids and enjoys playing soccer, board games, swimming or Star Wars. He absolutely loves Spider Man. Adam had a great time going camping with his foster family and was thrilled when he finally caught a fish. He attends special resource classes at school where his individual plan allows him additional time for tests and assignments. Adam struggles with retaining information, understanding new concepts and transferring them to new situations. He will

receive tutoring over the summer to help him stay abreast of what he will need during the next school year. He also receives some speech therapy. Adam tends to become frustrated more quickly than most children when faced with a challenge. He is learning appropriate boundaries and the value of peer relationships.

A Family for Emily and Adam

Emily and Adam need an adoptive family with good supervisory skills and plenty of energy for a young child and new teenager. They should be caring, thoughtful, and patient. Emily especially responds well to someone who takes the time to get to know her and show a commitment to her. Adam needs someone who is experienced in or willing to learn the impact of past events on a child's emotions and behaviors. They must be willing to advocate and work closely with Adam's school to ensure all possible success. Adam responds best to someone who can provide appropriate redirection in a kind and patient manner, rather than as discipline or punishment. Emily will benefit from a strong female role model who can teach her about personal skills and care and gently, yet confidently, lead her into becoming a woman.

For more information on these children, or adoption and foster care in general, call N.C. Kids Adoption and Foster Care Network toll-free at 1-877-NCKIDS-1 (1-877-625-4371).

